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Library Annual Report

January 1, 2017

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LIBRARY ANNUAL REPORT FY 2016-2017

ZACH S. HENDERSON LIBRARY

DUE DATE: July 30, 2017

I. Mission and Vision Statements

Provide a brief assessment of where the Library stands with respect to achieving the *Mission* and *Vision* articulated last year.

The Zach S. Henderson Library is committed to providing:

- a physical environment that is comfortable, safe, and conducive to learning; (The faculty and students who responded to the most recent LibQUAL+ comprehensive survey regarding Henderson Library performance indicated that our building facilities and the study environment were exceeding their expectations: using a rating scale of 1 to 9, 6.38 was the mean expectation and 7.36 the actual performance rating.)
- staff who are recognized by users as being well-trained and committed to facilitating patron success; (The faculty and students who responded to the most recent LibQUAL+ comprehensive survey regarding Henderson Library performance indicated that our staff were exceeding their expectations: using a rating scale of 1 to 9, 6.56 was the mean expectation and 7.39 the actual performance rating.)
- a wide and deep range of information resources selected to match the needs of the institution's faculty and students; (The overall responses to the most recent LibQUAL+ comprehensive survey regarding Henderson Library performance indicated that our information resources and research support tools were exceeding their expectations: using a rating scale of 1 to 9, 6.46 was the mean expectation and 7.19 the actual performance rating. However, in this case it is important to examine the responses broken down by type of patron, since the overall rating was heavily weighted by the much larger number of students who responded and who are satisfied with the resources supporting their undergraduate programs. Faculty responses showed dissatisfaction with the Library's collections, which the faculty deem insufficiently deep to support faculty and graduate student research. To make better use of scarce dollars, we have eliminated the "opt-out" approval plan, in which we purchased books that appeared to support our highest priority academic programs, because our records showed that five years from date of purchase about 75% of the books had never circulated. Instead, we have adopted a demand-driven "opt-in" plan that relies on loading into our catalog records of books and electronic books available for purchase, and buying those actually requested by students and faculty. In addition, we conducted a review of low-use subscriptions, soliciting input from academic departments regarding which could be canceled and the content accessed via interlibrary loan, when needed. The result of this and related resource reviews led to almost \$210,000 in savings.)
- efficient and effective avenues for obtaining information resources needed by the library's patrons but not held in the local physical or electronic collections; (The faculty and students who responded to the most recent LibQUAL+ comprehensive survey regarding Henderson Library performance indicated that our interlibrary loan and document delivery services were exceeding their expectations: using a rating scale of 1 to 9, 6.33 was the mean expectation and 7.22 the actual performance rating. We hope to improve this rating in the future as a result of our adopting the Rapid ILL system in May, 2017. Rapid ILL has been shown to reduce wait-times for requested books and articles by a third.)
- service and content support systems that are easily located and navigated (e.g., web pages, database interfaces, online research assistance that is posted or interactive synchronously or asynchronously, etc.); (As a result of extensive usability testing conducted by engineering students and Library personnel, the following improvements have been or are being made to our web presence:
 1. Attempt to clarify the meaning and purpose of the "Your Library account" feature pending its total replacement by a new Library catalog in May 2017.
 2. Expand the Library's FAQs to better align with student use behaviors.
 3. On the Print Services page, add a map showing printer locations on the second floor.
 4. Eliminate or better define any acronyms appearing on Library web pages.

5. Investigate the possibility of adding an “Item Exact Match Recommender” app in Discover to improve mediation of navigational and service-related searching in this platform.
6. Focus features of the tabbed box area on the homepage to support common search needs of unmediated novice users.
7. Focus features of the lower right-hand column to support navigational needs of mediated and advanced users. Revise the link menus in the lower right-hand column according to Cycle 2 results, including addition of “Research Help” and “Search Tools & Collections” menus.
8. Adopt the navigational convention of “More...” links and secondary disambiguation pages for each menu.
9. Revise select secondary pages according to cycle 3 prototypes and results.)

- **empirically demonstrated positive impact on student learning, faculty research, and pedagogical activities;** (Our Assessment in Action project found there is a positive correlation between GALILEO use and first-year cumulative GPA. The correlation is statistically significant at the .01 level. This study will continue as we track students’ library use and academic success throughout their entire Georgia Southern careers.)
- **services for collecting, preserving, and managing the “born-digital” output of the institution’s faculty and students;** (As of June 30, Digital Commons@Georgia Southern works *and* SelectedWorks profiles have accumulated **1,607,068** total downloads from a worldwide audience, of which **628,576** downloads occurred in the past year alone.)
- **creative experimentation with applying information technologies to library services;** (We were one of three “vanguard” libraries that over the course of two years tested Alma, a state-of-the-art online library management system that was successfully installed by all University System of Georgia campuses. The system went live at the end of May, 2017. Our testing role involved ensuring the Alma system met the USG libraries performance specifications, which reduced the amount of time and effort required of the other USG institutions when implementing Alma on their campuses.)
- **continuing education and professional development opportunities for library personnel.** (Every Library faculty member attended at least one professional association conference or professional development workshop relevant to their duties. We registered for online access to 38 webinars dedicated to academic library trends, issues and best practices.)

In sum, the Library aims to be recognized by faculty and students as an effective and essential contributor to the institution’s central mission of teaching and learning. (As indicated by the overall satisfaction ratings from our LibQUAL+ survey respondents, we are achieving our mission reasonably effectively: the performance rating of 7.30 on a nine point scale exceeded the expectation rating of 6.48 by 0.82. The primary concern is faculty dissatisfaction with the depth of the Library’s collections.)

II. Major Objective and Accomplishments for 2016-2017

Provide a listing of the Library's 2016-2017 Major Objectives and how they relate to the Institution's Strategic themes and budget requests. Make sure that the plans indicate how last year's action plans were addressed.

2016-2017 Major Objectives Report

Institutional Strategic Theme	Major Objective	Strategy Development and Implementation	Results/ Findings & Analysis	Action Plan to Maximize Future Efforts
All	Cover the anticipated 6% increase in the cost of our scholarly journal and database subscriptions, and bring information resource expenditures more closely in line with similar expenditures at peer institutions.	Consult with academic departments regarding eliminating low-use subscriptions and providing interlibrary loan access to the titles instead. Request increase to Library's base budget	Almost \$210,000 in savings were realized by providing interlibrary loan access to low-use titles instead of subscribing. The University was unable to increase the Library's budget, but covered the shortfall with year-end funds.	Since our expense commitments will continue increasing due to inflation at approximately a 6% annual rate, and we will have additional costs because we must extend our resources to the Armstrong campus at the completion of consolidation (the Armstrong library's budget is insufficient to cover these costs), continue to seek new state and private revenues.
Promote Academic Excellence; Enhance Student Success	Improve patron ratings of our public service in the three performance areas where ratings in the 2016 comprehensive library effectiveness survey of faculty and students were lower than our 2013 survey ratings: Giving users individual attention: 7.13 (2013) vs. 6.77 (2016), rating scale 1 – 9 Willingness to help users: 7.56 (2013) vs. 7.45 (2016), rating scale 1 – 9	Library personnel attended customer service training opportunities that were designed with libraries in mind. The Library's Administrative Council developed a set of public services expectations includes tips and best practices for providing individual attention, demonstrating enthusiastic willingness to help users, and	The Library conducted a user survey during April to obtain a snapshot of users' satisfaction with customer service performance. The survey contained five questions that collected data on where we do well and where we need to improve. The majority (96%) of the respondents consider the overall quality of Library service to	Continue to refine and improve staff training in the principles of excellent customer service.

	Dependability in handling users' service problems: 7.32 (2013) vs. 7.22 (2016), rating scale 1 – 9	providing dependable resolution of users' service problems, both in person and online.	be satisfactory. 1/3 of the respondents gave the library services the highest possible score 9 in the category of overall quality. More importantly, the mean score (7.71) of the overall service quality has slightly improved over the mean score (7.64) from the last LibQUAL survey.	
Enhance Student Success	Enhance use of the online Credo Information Literacy Modules in Library reference and instruction services.	Collaborate with Writing & Linguistics faculty to evaluate potential use of modules in first-year writing courses.	The Writing & Linguistics faculty selected eleven Credo modules for use in first-year writing classes.	Library faculty will continue to edit relevant subject guides with Credo Information Literacy module components. Librarians will also investigate possible incorporation of the modules in the First-Year Experience curriculum.
Increase Research and Creative Activity	<p>Continue to develop Data Management Services-related resources and training for faculty.</p> <p>Expand promotion of Special Collections resources and services.</p>	<p>Five open houses, six training workshops, and eight DMS newsletters were delivered during the academic year.</p> <p>Develop new resource guides using the LibGuides platform for integration into our website.</p>	<p>Thirty faculty data management consultations and sixty-six faculty attendees at workshops.</p> <p>Twenty-seven consultations with faculty, staff, and community users, thirteen presentations with 1228 attendees, three exhibits with 184 attendees.</p>	<p>Continue the open houses, training workshops, and newsletters.</p> <p>Plans for FY18 exhibits in progress.</p>

Ensure Fiscal Sustainability	Revise Collection Management Plan to include rubrics for evaluating specific types of resources.	Investigate professional best practices on resource evaluation techniques, and adapt as appropriate.	Evaluation rubrics were adopted for monographs, journal subscriptions, and streaming services.	Employ review rubrics on an ongoing basis to ensure our monetary resources are concentrated on the information resources most useful to our faculty and students.
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2016-2017 Budget Allocation Report			
Institutional Strategic Theme	College Major Objective	Budget Funding Requested	Budget Funding Received
All	Cover the anticipated 6% increase in the cost of our scholarly journal and database subscriptions, and bring information resource expenditures more closely in line with similar expenditures at peer institutions.		\$1.1 million in year-end funds to cover our budget shortfall and make some pre-payments toward FY18 expenses.

III. Describe Accomplishments and Productivity for 2016-2017

A. Library Services and Activities – Narrative of Accomplishments

- Provide a bulleted list of significant or major accomplishments

- Leslie Haas was hired to be the new Head of the Information Services Department, effective August 1, 2017
- Nikki Rech was hired to be an Information Services Librarian, effective January 1, 2017.
- Billy Glasco was hired to be Special Collections Librarian, effective November 1, 2016.
- We participated in the implementation of the statewide GALILEO Integrated Libraries (GIL) Consortia online library management system, Alma/Primo, providing extensive leadership as one of three Vanguard libraries that carried out systematic design and testing work that was adopted by the rest of the USG libraries. Three librarians served on statewide committees, and one was committee chair. Two Collection & Resource Services librarians became certified Alma Administrators.
- The full run of the student newspaper *The George-Anne*, dating back to the 1920s, has been digitized and hosted in our Digital Commons Institutional Repository. Access to contents is now available via the repository and through Google search.
- The Digital Commons Team within C&RS was reorganized to provide strong leadership and organization for an emergent and growing library service.
- We participated in the formal planning for consolidation with Armstrong State University in January, 2018. We and our counterparts at Armstrong's Lane Library developed recommendations for transitioning to the new Georgia Southern University

Libraries system, all of which have been approved by the President's Consolidation Implementation Committee.

- 189 print periodical subscriptions were shifted to online access, reducing further the need for binding and archiving paper copies and expanding access to our remotely located students and faculty. This is especially helpful in extending access to the Armstrong campus of the new, consolidated Georgia Southern University.
- The OverDrive collection of popular fiction and non-fiction books in electronic and audio formats now has 414 titles. A total of 1,091 circulations were recorded in fiscal year 2017 with near equal usage between electronic and audio books. Since the implementation of OverDrive 75% of the titles have circulated at least once.
- Fully implemented Data Driven Acquisitions plan to more wisely spend funds by purchasing specific requests of faculty and students. Approximately 74% of materials purchased as demand driven requests were used at least once.
- Launched Kanopy, a streaming video platform in January 2017. Kanopy extends our demand-driven acquisitions initiatives through licensing films including documentaries, instructional videos, and professional development films. In the first six months of use, Kanopy films have been played 204 times.
- Audited catalog records for all databases; ensured off-campus access to all databases via the catalog, GALILEO A-Z database list, and LibGuides A-Z database list.
- Newspaper and electronic reference resource guides have been created and integrated into LibGuides and the library homepage. Both guides are among the library's ten most visited guides.
- Completed registration of Digital Object Identifiers (DOIs) for all Digital Commons journal content.
- Began an inventory project and re-processing of Special Collections in preparation for creating archival level records in ArchivesSpace to foster greater discoverability for the Georgia Southern community.
- Moved 18,307 government documents volumes to the Automated Retrieval Collection storage in order to increase space for students in library.
- Received 4,063 donated in-kind gifts. Some were added to the collection and others were included in library book sales or given away in various campus and community events. During "No Impact Week" on campus, the Library gave free books to students, faculty and staff. The Library also took part in Statesboro Farmer's Markets and the Bulloch County Reading Fair.
- Discovery Services team resolved over 304 e-Team tickets or requests for help accessing or discovering electronic resources.
- Discovery Services provided leadership to test and improve the Library user interface through updates to the MyGS menu, Library homepage, and LibGuides.
- The Digital Commons Institutional Repository experienced significant growth in contributed items and usage. A total of 10,322 new items were contributed, and the IR experienced 611,310 downloads and 182,251 metadata hits for a total of 793,561 item uses. At the conclusion of FY 16/17, the total number of works contributed to the IR is **35,266**. Since inception, the IR has experienced **1,607,068** downloads and **501,198** metadata hits for a total of **2,108,266** item uses.
- Four new conferences and three new journals were added to the institutional repository during FY 16/17.

- The Government Documents unit was relocated from the Information Services suite to a larger work space on the bottom floor, near the shelving for the government documents legacy collection.
- During Spring Semester we hosted a collection of rare books and manuscripts from the Remnant Trust (Texas Tech University) relating to the history of individual liberty and human dignity. First or early editions of such canonical works as Thomas Hobbes' Leviathan and Mary Wollstonecraft's A Vindication of the Rights of Women were exhibited in the Library, and ten classes from various departments (History, Philosophy, English, and International Studies, enrolling more than 200 students) were able to use selected titles in their classrooms. The visitor log at the exhibit was signed by 134 faculty, students, and visitors. In addition, the exhibited collection was the basis of a special series of free public lectures offered by faculty in the College of Liberal Arts and Social Sciences.
- Zach S. Henderson Library participated in the annual Money Smart Week in April with two panel events geared toward student financial success. The first panel, "The Empty Wallet Diaries: Everyday Stories and Practical Advice from the Inside," consisted of upper classmen (and library student employees) Nigel Brown, Keyani Loftin, Joshua Johnson, and Miranda Swaim. The panelists shared everything they had learned, and everything they wish they had known, regarding budgeting, savings, banking, credit, debt, and student loans while attending college. Documents Library Technical Assistant, Monica Van Wagenen served as moderator and shared savvy shopper tips throughout the event. The second panel, "You and Your Money: Who's Using Who," consisted of local experts in finance – bankers Shante Clesca, Shonda Wilkerson, and Coulten Hauser from Wells Fargo, Molly Sisson from Synovus Securities at Sea Island Bank, and Georgia Southern finance professor, Dr. Allissa Lee. This panel served to formally advise students of the need to take control of their finances now as they are starting out on their own. All of the panelists emphasized the need for students to educate themselves about how their financial choices regarding debt, credit, and savings will not only affect them now but far into the future. Students learned that it is never too early to invest in their own retirement.
- The Information Services Department adopted the Credo Information Literacy Modules for use in our instructional services for students. Stronger information literacy and critical thinking skills lead to higher student retention, and the InfoLit Modules provide high quality instructional materials that are aligned with the Association of College and Research Libraries' information literacy learning outcomes. There are 60 videos, tutorials, and quizzes that can supplement existing lessons and address gaps in classroom or online teaching. The modules provide:
 - consistent baseline materials that easily scale across multiple courses or campus-wide
 - customizability for specific courses
 - knowledge checks for monitoring student progress
 - resources to embed directly into a Learning Management System
 - ADA compliant resources

B. Research and Creative Activity – Narrative of Accomplishments

- **Provide a bulleted list of significant or major accomplishments. (Departments are encouraged to provide research and creativity data that most appropriately reflects the Department's achievements.)**
- Ruth Baker
 - Presented with Jeffrey Mortimore "Simple Springshare Mashups: Cross-Platform Strategies for Repurposing Digital Content for Multiple Audiences," Georgia COMO Annual Conference, Athens, GA, October 2016.
 - Presented with Jeffrey Mortimore "Guides by the Side: The Role of Technical Services in Information Literacy Instruction," Georgia International Conference on Information Literacy, Savannah, GA, September 2016.
- Jermaine Bryant
 - Presented with Jessica Garner and Jessica Williams "A Bird in the Hand: Leveraging ILL Requests to Improve Electronic Resource Access," Full Session, Georgia COMO Annual Conference, Athens, GA, October 2016.
- Jessica Garner
 - Presented "Well, That Took A While: An Anecdotal Comparison of the Job Application Process Between Public and Academic Libraries," Full Session, Georgia COMO Annual Conference, Athens, GA, October 2016.
 - Presented "Brave New World: Observations During the Early Transition Between Public and Academic Librarians," Full Session, Georgia COMO Annual Conference, Athens, GA, October 2016.
- Paolo Gujilde
 - Presented with Jessica Minihan "What's On-Demand? Analyzing Demand-Driven Acquisition of eBooks," Charleston Conference, Charleston, SC, November 2017.
 - Presented "Equity, Diversity, and Inclusion: Creating a New Future for Library Collections," Association of Library Collections and Technical Services Midwinter Symposium, Atlanta, GA, January 2017.
 - Presented with Ashley Lowery "Reinventing the Numbers Game: How Traditional Metrics and Altmetrics Work in Your Library?," Georgia COMO Annual Conference, Athens, GA, October 2016.
 - Presented with A. Jade Albuero, Eugenia Beh, and Keiko Stark "Are We Doing Enough?: Four Stories of Diversity in Library Collections," National Diversity in Libraries Conference, Los Angeles, CA, August 2016.
- Clement Lau
 - Presented "Library Architecture Design and Space Utilization Case Studies: U.S., China, and Hong Kong," United International College, Learning Resources Center, Zhuhai, China, September 2016.
 - Presented "How Are We Really Doing?: Using Assessment to Improve Library Services at Georgia Southern University," 6th International Conference on Libraries, Information and Society, Kuala Lumpur, Malaysia, September 2016.
 - Published "How Are We Really Doing?: Using Assessment to Improve Library Services at Georgia Southern University," Proceedings of the 6th International Conference on Libraries, Information and Society (ICoLIS 2016), LIS Monograph Series, No 3, pp. 9-28, Kuala Lumpur, Malaysia, September 2016.
- LiLi Li
 - Presented "Information Literacy Instruction in the Digital Age," Georgia International Conference on Information Literacy, Savannah, GA, September 2016.
 - Presented "Teaching Information Literacy in the Digital Age," South Carolina Midlands Summit, Columbia, SC, June 2016.

- Jeffrey Mortimore
 - Published with Debra Skinner "Shaping Expectations: Defining and Refining the Role of Technical Services in New Resource Rollouts," *The Serials Librarian* 72(1-4), 166-171, 2017. <http://www.tandfonline.com/doi/abs/10.1080/0361526X.2017.1285127>
 - Published "Promoting a Service Culture across Technical and Public Services: Lessons from Electronic Resource Access (ERA) Troubleshooting and Support," *ACRL 2017 Conference Proceedings*, 2017. <http://www.ala.org/acrl/conferences/acrl2017/papers>
 - Poster presentation with Jessica Minihan "Essential Audits for Proactive ERA Troubleshooting and Support," ALA Annual Conference, Orlando, FL, June 2017.
 - Presented "Promoting a Service Culture across Technical and Public Services: Lessons from Electronic Resource Access (ERA) Troubleshooting and Support," ACRL 2017 Conference, Baltimore, MD, March 2017.
 - Presented with Ashley Lowery "Getting Started with DOIs in the Institutional Repository," ALCTS CaMMS Cataloging Norms Interest Group, ALA Midwinter Meeting, Atlanta, GA, January 2017.
 - Presented with Ruth Baker "Springshare Mashups: Repurposing Digital Content," Internet Librarian, Monterey, CA, October 2016.
 - Presented "NSF Data Management Requirements 101," Georgia COMO Annual Conference, Athens, GA, October 2016.
 - Presented with Jessica Garner, Jermaine Bryant, and Jessica Williams "A Bird in the Hand: Leveraging ILL Requests to Improve Electronic Resource Access," Georgia COMO Annual Conference, Athens, GA, October 2016.
- Fred Smith
 - Poster presentation "Faculty Use of Interlibrary Loan at Georgia Southern University," Council of Media Organizations, Athens, GA, October 2016.
- Rebecca Ziegler
 - Presented "Derek Mahon and J.G. Farrell: A Friendship and its Artistic Fruit," American Conference for Irish Studies (National), Kansas City, MO, March 2017.
 - Presented "The Empire as Dysfunctional Family in Paul Scott's Raj Quartet," British and Postcolonial Studies Conference, Savannah, GA, February 2017.
 - Presented "Sacred Strategies in Appalachian Art," International Society for Religion, Literature, and Culture, Glasgow, Scotland, September 2016.

• Supporting Data

Research and Creativity Data (Data Should Be Provided by Department)			
Books	Journal Articles and Book Chapters	Creative-works	Conference Papers
2016-17	2016-17	2016-17	2016-17
0	3	0	23

Sponsored Funding (Data Should be Requested From ORSSP)			
	2015	2016	Change 2015 - 2016
Submissions	1	1	0
Awards	0	0	0
Award Funding	0	0	0
Range of Award	n/a	n/a	n/a

C. Service – Narrative of Significant Service Activities and Accomplishments
- Provide a bulleted list of significant or major activities and accomplishments

- Tony Ard
 - ISD Librarian Search Committee, Member
- Ruth Baker
 - Professional Service:
 - American Library Association, Reference and Users Services Association Emerging Technologies Section, Member
 - Georgia Southern University:
 - General Education and Core Curriculum Committee, Member
 - Information Services Department Head Search Committee, Member
 - Institutional Repository Manager Search Committee, Member
 - Undergraduate Curriculum Committee, Member
 - Undergraduate Research Council, Member
- Jessica Garner
 - Professional Service:
 - Georgia Library Association Interlibrary Loan Interest Group, Co-Chair
 - Georgia Southern University:
 - Faculty Senate Service Committee, Member
 - Georgia Southern University/Armstrong State University Consolidation, Library Operational Work Group, Recorder
 - University Athletics Committee
 - University System of Georgia, Board of Regents:
 - GALILEO Integrated Libraries Interlibrary Loan Functional Group, Co-Chair
- Paolo Gujilde
 - Professional Service:
 - American Library Association, Committee on Organization, Intern
 - Asian/Pacific-Americans Library Association, Local Arrangements Task Force for ALA 2017 Midwinter Meeting, Chair
 - Georgia Consortium of Media Organizations Program Committee, Member
 - Georgia Consortium of Media Organizations Program Equipment Subcommittee, Chair
 - Georgia Southern University:
 - Academic Standards Committee, Member
 - Grievance Committee, member
 - University System of Georgia, Board of Regents
 - GALILEO Integrated Libraries, Alma Acquisitions Functional Team, Member
 - GALILEO Integrated Libraries, Alma Implementation Project Team, Member
- Lori Gwinett
 - Georgia Southern University:
 - Academic Standards Committee, Member
 - Georgia International Conference on Information Literacy, Proposal Review Panelist
 - Information Services Librarian Search Committee, Member
 - Search Committee for Interlibrary Loan Librarian, Member
 - Undergraduate Curriculum Committee, Member
 - University Elections Committee, Member
- Clement Lau
 - Professional Service:
 - American Library Association, International Relations Round Table, International Sister Libraries Committee, Member
 - American Library Association, International Relations Round Table, International Poster Sessions, Member
 - Georgia Southern University:

- Georgia International Conference on Information Literacy Steering Committee, Member
 - Georgia Southern University/Armstrong State University Consolidation, Library Operational Work Group, Co-Chair
- University System of Georgia, Board of Regents:
 - GALILEO Integrated Libraries, Alma Analytics Consultation Team, Member
 - GALILEO Integrated Libraries, Alma Training Team, Member
- LiLi Li
 - Georgia Southern University:
 - Faculty Senator
 - Faculty Welfare Committee, Member
 - General Education Committee, Member
- David Lowder
 - Georgia Southern University
 - Georgia Southern University/Armstrong State University Consolidation, Library Operational Work Group, Member
 - University System of Georgia, Board of Regents:
 - GALILEO Integrated Libraries, Alma Assessment Consultation Team, Member
 - GALILEO Integrated Libraries, Alma Implementation Committee, Institutional Lead
- Jessica Minihan
 - Georgia Southern University:
 - Calendar Committee, Member
 - Grievance Committee, Member
- W. Bede Mitchell
 - Professional Service:
 - American Library Association/Association of College and Research Libraries, Academic Library Trends and Statistics Survey Editorial Board, Member
 - Bulloch County Historical Society Board of Directors
 - Journal of Access Services Editorial Board
 - Georgia Southern University:
 - Quality Enhancement Program Implementation Team, Member
 - Georgia International Conference on Information Literacy Steering Committee, Co-chair
 - Georgia Southern University/Armstrong State University Consolidation Functional Area Y, Library, Co-Chair
 - University System of Georgia, Board of Regents:
 - Regents Academic Committee on Libraries, Immediate Past Chair
 - GALILEO Steering Committee, Immediate Past Chair
- Jeffrey Mortimore
 - Professional Service:
 - Georgia Library Association Public Relations Committee, Member
 - Georgia Library Association Website Redesign Committee, Member
 - Georgia Southern University:
 - Faculty Development Committee, Member
 - Faculty Research Committee, Member
 - Graduate Committee, Member
 - Institutional Effectiveness Review Team, Member
 - Research Symposium Planning Committee, Member
 - University System of Georgia, Board of Regents
 - Alma Implementation Project Team, Member
 - Alma Assessment Functional Work Team, Member
 - Primo Online Public Access Catalog Functional Work Team, Member
- Dawn “Nikki” Cannon-Rech
 - Professional Service:

- *Library Marketing Journal* Advisory Board, Member and Reviewer
- Georgia Southern University:
 - Instructional Technology Advisory Council, Member
- Debra Skinner
 - Professional Service:
 - American Library Association, Cataloging Norm Interest Group, Vice Chair
 - Georgia Southern University:
 - Special Collections Librarian Search Committee, Chair
 - University System of Georgia, Board of Regents:
 - GALILEO Integrated Libraries, Alma Implementation Committee, Institutional Lead
 - GALILEO Integrated Libraries, Alma Cataloging Functional Project Team, Chair
- Fred Smith
 - Professional Service:
 - Georgia Library Association, Vice President
 - Georgia Southern University:
 - Faculty Senator and Member of Senate Executive Committee
 - Faculty Senate Library Committee, Member
 - Faculty Welfare Committee, Member
 - General Education and Core Curriculum Committee, Member
 - Georgia Southern University/Armstrong State University Consolidation, Library Operational Work Group, Member
 - University System of Georgia, Board of Regents:
 - Alma Implementation Fulfillment Committee
- Lisa Smith
 - Georgia Southern University:
 - Georgia International Conference on Information Literacy Steering Committee, Member
 - Information Services Librarian Search Committee, Member
 - Phi Kappa Phi Honor Society Research Symposium Selection Committee, Member
 - Provost Search Committee, Member
 - Undergraduate Research Council, Member
 - University Wellness Advisory Board

IV. Student Success and Achievement

Provide data as available for each area of student success and achievement per Program of Study/Major

Not applicable.

V. Annual Progress in Assessing Effectiveness

Provide a listing of Proposed Action Plan Items from the most recent Academic Program Assessment Report for each of the academic programs offered by the department and summarize the implementation of the Action Plan Items during the current academic year. Include in the summary who implemented Action Plan item, when it was implemented, and the result of the implementation.

Not applicable.

VI. New Major Objectives for 2017-2018

2017-2018 New Major Objectives Justification Report			
Institutional Strategic Theme	Library Major Objective	New Library Major Objective	Summary of Evidence/Rationale used to Determine New Objective
Promote Academic Excellence	The Library aims to be recognized by faculty and students as an effective and essential contributor to the institution's central mission of teaching and learning	Complete consolidation of Henderson and Lane libraries into an integrated system that ensures equitable services/resources to the Statesboro, Armstrong, and Liberty sites	Faculty, staff, and students in the new Georgia Southern University must have the same quality of access to resources and to research assistance
Enhance Student Success	Creative experimentation with applying information technologies to library services	Fully exploit capabilities of the online integrated library management system, Alma	The functionality of the system, and the fact that it is shared by all USG libraries, creates great potential for workflow efficiencies and the sharing of resources and expertise
Increase Research and Creative Activity	Efficient and effective avenues for obtaining information resources needed by the library's patrons but not held in the local physical or electronic collections	Complete implementation of Rapid Interlibrary Loan	RapidILL has been shown to significantly reduce the amount of time between the patron request and the delivery of the requested item to the patron
	Services for collecting, preserving, and managing the "born-digital" output of the institution's faculty and students	Expand development and promotion of scholarly communications support, including institutional repository and data management services	These are in early stages of development, yet highly successful. They represent a significant trend in the future of academic libraries
Ensure Fiscal Sustainability	A wide and deep range of information resources selected to match the needs of the institution's faculty and students	Eliminate \$1.4 million budget shortfall by continuing to identify costs that can be eliminated, and seeking increase in base budget to reduce dependence on year-end funding	The Library is dependent on substantial year-end funding to meet fiscal obligations. Should sufficient year-end funding not be available, very extensive cuts in subscriptions and purchasing would be necessary, including resources that are essential for meeting accreditation standards

	2017-2018 New Budget Justification Report			
Institutional Strategic Theme	Library Major Objective	New Library Major Objective	New Budget Request	Budget Received
Ensure Fiscal Sustainability				